Users Guide
External Rent Subsidy Application (ERAP)

Overview

The ERAP application is a web-based application that allows external access to information concerning the applicants of the HCBS Rent Subsidy program.

The information available includes applicant contact, eligibility and payment history.

ERAP is view only and is provided to assist Case Managers with the current status of a participant or applicant.

Privacy and Confidentiality

ERAP is to provide as a resource as is. There is no guarantee to the accuracy, although every attempt is made to have up-to-date information.

Iowa Finance Authority (IFA) attempts to balance the need for information with the privacy of the recipients of the program. IFA provides this site on Secured Socket Layer (SSL).

As the user of this application, your extra efforts are also required. Users should always close their browser after using ERAP. Small efforts such as leaving your work station unattended or unlocked while away from your desk can go a long way to meeting the balance between security and access to information.

System Requirements

It is expected that any browser and any connection speed should be able to access and use this website. However, the following recommendations should be considered if you experience any problems:

Browser – Internet Explorer 6 and Internet Explorer 7 have been tested on this website and are recommended. Most any browser will do, but to ensure all functionality, we recommend IE 6 or IE 7.

Connection Speed – Performance of the ERAP website is directly tied to the connection speed. We recommend a high speed internet connection of 2 Mbps or higher. Any connection speed should function, but to ensure all functionality, a minimum connection of 2 Mbps is expected.

Browser Settings – Users should have javascript enabled, cookies allowed, SSL permitted and the Advanced setting, "Delete temporary files every time browser closes", should be checked. SSL is the only required setting, but all are highly recommended.

Accessing ERAP

ERAP may be accessed from the Iowa Finance Authority website under For Renters > HCBS Rent Subsidy Program page.
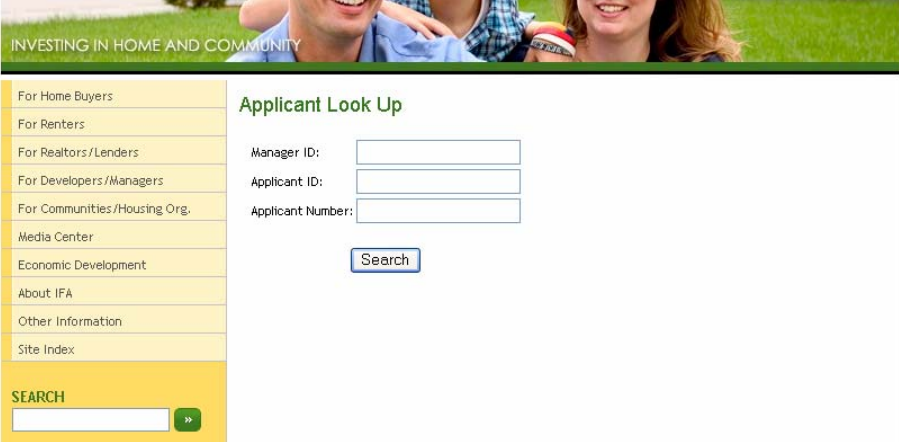
A direct link to that page:
http://www.iowafinanceauthority.gov/en/for_renters/hcbs_rent_subsidy_program/

On this page you will find a section entitled "External Rent Subsidy Application (ERAP)" and a link to access ERAP.

Searching ERAP

To look up an applicant or participant's detailed information you must pass a security check as shown below:

The three required fields are Manager ID, Applicant ID and Applicant Number.

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The security of the system begins with SSL, but continues with the naming of these three fields. It is recommended that after reading and understanding this section, that you delete this section.

The second layer of security is the field names do not overly lend themselves to the desired input. The meanings of each field are:

Manager ID: Case Manager's Last Name
Applicant ID: Applicant's Last Name
Applicant Number: Applicant's Social Security Number with the hyphens

As you can see, the Manager ID field suggests we are looking for a number. We do not want to give individuals with wrong intentions any assistance by explicitly asking for the Case Manager's Last Name.

Now that you know the values that are expected for each field, you can see that very few individuals will even have access to all three pieces of data.

CONFIDENTIAL INFORMATION END

Using ERAP

ERAP offers three tabs of information: Contact, Eligibility and Payment. Below is a snapshot of Eligibility tab:

Help and Assistance

If you have any questions regarding ERAP, please contact:

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Des Moines, Iowa 50312

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(515) 725-4875 or 1-800-432-7230